

**VA: Health and Benefits App**

Version 7.0  
Launch: 04/11/2023

Revision History

| Date | Version | Description | Author |
| --- | --- | --- | --- |
| 11/5/2021 | 3.0 | Added VA Vaccine Records functionality | Ashley Matthews |
| 3/10/2022 | 4.0 | Added Payments functionality  Updated Home & Profile screens to include Payment option | Meko Hong/Brenda Rocha |
| 11/08/22 | 5.0 | Added Prescriptions functionality | Esther Kitavi |
| 01/??/2023 | 5.1 | Small changes to Prescriptions and Sign In | Call center team and Meko Hong |
| 02/02/2023 | 6.0 | Added Encouraged Update | Misty Milliron-Grant |
| 02/15/2023  3/1/2023 | 7.0 | Updated content account for new navigation and fixed outdated information; added What’s New alert box | Misty Milliron-Grant |

VA: Health & Benefits App

Product Guide

*Table of Contents*

[**App Overview**](#_heading=h.1t3h5sf) **4**

[What is the VA: Health & Benefits app?](#_heading=h.4d34og8) 4

[Who can use the VA: Health & Benefits app?](#_heading=h.2s8eyo1) 4

[User Journey: How do users find a VA contact center phone number?](#_heading=h.17dp8vu) 5

[**App Functionality**](#_heading=h.3rdcrjn) **5**

[Sign In](#_heading=h.26in1rg) 5

[Home](#_heading=h.2jxsxqh) 8

[Update available](#_heading=h.h09ssyhtk3w6) 9

[What’s new](#_heading=h.y4fh967ijgmn) 9

[Benefits](#_heading=h.ccmmekt0eqp2) 10

[Claims](#_heading=h.s4cos8kpo1go) 11

[Disability rating](#_heading=h.u8h5vhmieysk) 12

[VA letters and documents](#_heading=h.w3chp7hqoc6x) 12

[Health](#_heading=h.ntktz9in8i1e) 13

[Prescriptions](#_heading=h.ghxd5owi0njf) 14

[Appointments](#_heading=h.3j2qqm3) 23

[Messages](#_heading=h.1y810tw) 24

[VA vaccines records](#_heading=h.2z969w43jwq0) 25

[COVID-19 updates](#_heading=h.m68grtnvl31k) 26

[Payments](#_heading=h.7q5ptgh223sd) 26

[VA payments history](#_heading=h.mdwwedfdlqzc) 27

[Direct deposit](#_heading=h.ljc0y4vqxdam) 28

[Profile](#_heading=h.z337ya) 28

[General Errors](#_heading=h.alzg9n6ucmg6) 29

[Known Issues](#_heading=h.qsh70q) 36

[**Contact Center Escalation Path**](#_heading=h.3as4poj) **36**

## 

## **App Overview**

### **What is the VA: Health & Benefits app?**

The Office of the CTO launched a mobile app that leverages native mobile features to allow Veterans to check the status of their services and complete simple, transactional tasks quickly and easily across health and benefits.

The VA: Health & Benefits app combines existing functionality across multiple VA websites in one convenient place. This guide provides a high-level overview of the app experience and outlines some of the differences between the app and web functionality. For more detailed information on the specifics of each feature, please refer to the existing web product guides.

Through user interviews, high-fidelity usability testing, and collaborative design sessions, the team learned that Veterans would get the most value from the following features in a mobile app:

* **Biometric Sign In**: Enable face, fingerprint, or iris biometrics as a more convenient method for authentication
* **Veteran Crisis Line**: Access the crisis line with SMS integration
* **Profile**: Review military information as well as review and edit personal and contact information that will also update their profile information on the VA.gov website.
* **Claims & Appeals**: Review claim and appeals statuses and submit evidence supporting their claims
* **Prescriptions**: Review, refill, and track delivery of VA prescriptions
* **Appointments**: Review or cancel health care appointments, integrated with native phone features (e.g., users can add their appointments to their phone’s calendar app and use their phone’s maps app to get directions to their appointments).
* **Messages**: Communicate with VA health providers directly through the app
* **Vaccine Records:** Review VA vaccine history
* **Letters**: Download common VA letters and documents
* **Payments:** Review payments made by the VA and update direct deposit information
* **Facility Locator**: Use phone location services to find the nearest VA facilities

### **Who can use the VA: Health & Benefits app?**

To sign in to the VA: Health & Benefits app:

* Veterans must download the VA: Health & Benefits app from the app store on their mobile device (Apple App Store or Google Play)
* Veterans must sign in with their LOA3 credentials. ID.me, DS Logon, and MHV credentials are all supported.
* Users can use biometric login (touch ID, face ID, face recognition, fingerprint, iris) for fast and easy sign in. When a user successfully enabled biometric sign in, they can gain access to the app with face, fingerprint, or iris biometrics. This authentication remains valid for 45 days. After 45 days, the user will need to sign in with their VA credentials.
  + Use of biometrics on the device is optional. If the user decides to opt out, they will need to sign in whenever they open the app.

### **User Journey: How do users find a VA contact center phone number?**

Unlike the VA.gov footer, where users have a phone number to always call, there is no single phone number that is always accessible to users for this app. Instead, users have access to a phone number when they come to a “dead end” of an experience (i.e., if no claims or messages appear for them in the app).

## **App Functionality**

### Sign In

The app supports four VA credentials (ID.me, login.gov, MHV, and DS Logon) and must be LOA3. The sign-in experience for each credential type is a web view of the same workflow users experience when signing in to VA.gov or MHV. Users have an opportunity to opt in to using biometric login (face, fingerprint, or iris recognition) during the app onboarding process and within the app settings.

**For users with biometric sign in enabled**:

* App users remain signed in to the app for 45 days. Within the 45-day period, the app will authenticate with their face, fingerprint, or iris recognition.
* Users will sign in via biometrics each time they open the app, but this will vary based on the user’s phone memory and whether there are apps running in the background.
* After 45 days, users will need to re-authenticate by signing in to the app with one of their VA credentials.
  + If the user previously opted into biometric sign in, their preference is saved, and they do not have to re-opt into biometrics.

**For users without biometric sign in enabled**:

* **If the user has a passcode set on their device**: The app prompts the user to enter a passcode, but users do not have to re-authenticate with username and password.
* **If the user does NOT have a passcode set on their device**: The app prompts the user to re-authenticate with their username and password each time they open the app.

**Resetting Passwords**

* As with VA.gov, passwords can only be rest by the identity providers (ID.me, login.gov, DS Logon, or My HealtheVet).
* Currently, users are taken outside the app when resetting passwords. Users will need to go back to the app and enter their new credentials to gain access after resetting a password.

**Sign In Flow (using ID.me credentials)**

| **Sign-in Screen 1** | **Sign-in Screen 2**  **(Part a)** | **Sign-in Screen 2**  **(Part b)** | **Sign-in Screen 3** |
| --- | --- | --- | --- |

*Note: Users will not see the ‘Internal release for testing only’ message in Screen 1*

| **Sign-in Screen 4**    *Authentication loading screen* | **Sign-in Screen 5** | **Sign-in Screen 6** | **Sign-in Screen 7** |
| --- | --- | --- | --- |

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| **Sign-in Screen 8**    *Loading screen* | **Sign-in Screen 9***Authentication loading screen* | **Sign-in Screen 10** | **Sign-in Screen 11**  *App loading screen* |
| --- | --- | --- | --- |

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| **Onboarding Screen 1** | **Onboarding Screen 2** | **Onboarding Screen 3** | **Onboarding Screen 4** |
| --- | --- | --- | --- |

| **Onboarding Screen 5** |  |  |
| --- | --- | --- |

### Home

The Home section (or screen) includes basic information about VA. It also helps create a personalized experience by showing the user’s name and branch of service.

On this screen a user can access:

* Information about how to contact VA
* VA location finder
* VA COVID-19 updates

***Important note****: Users don’t always have to start on the Home screen to get other main sections of the app (i.e., Benefits, Health, Payments). The only exception is for Profile. Users can only get to the Profile section from the Home screen.*

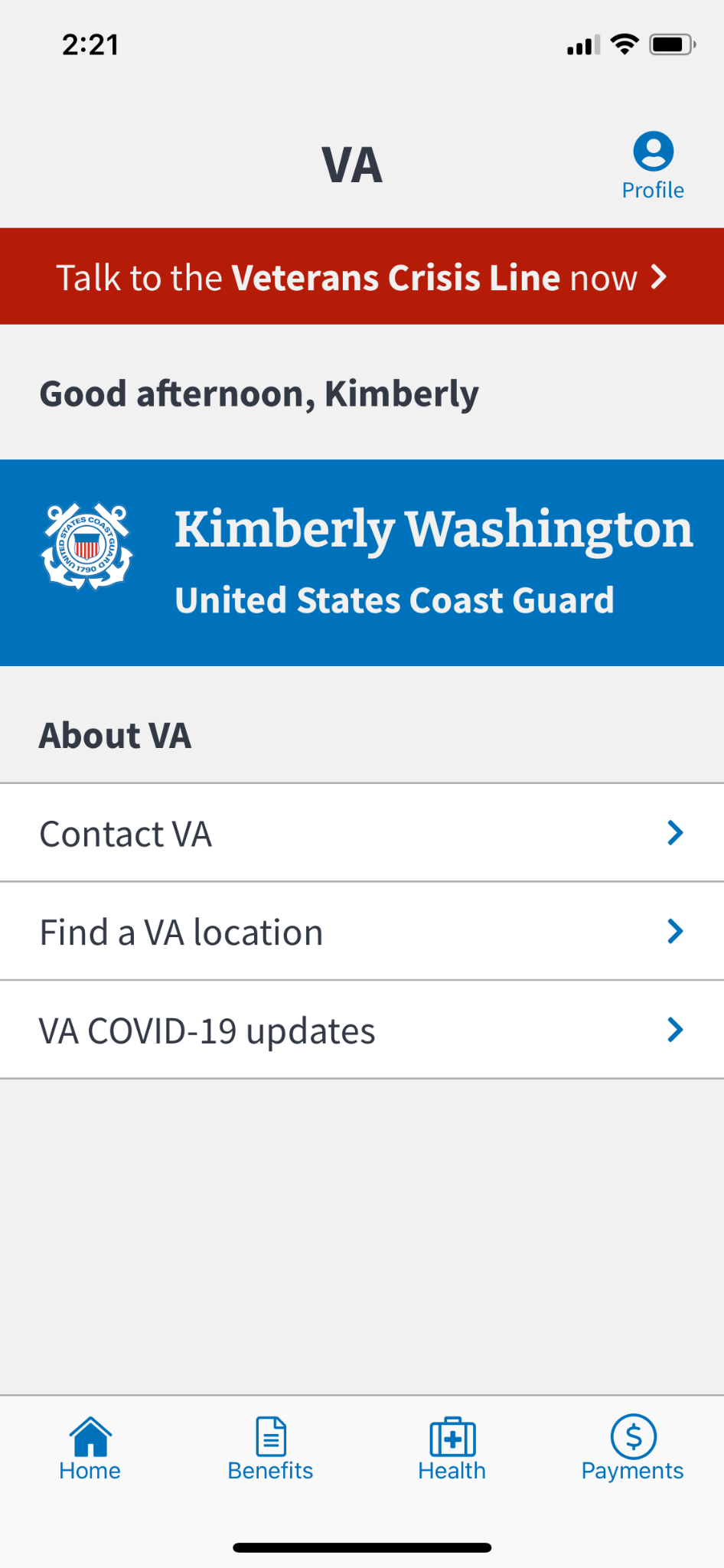
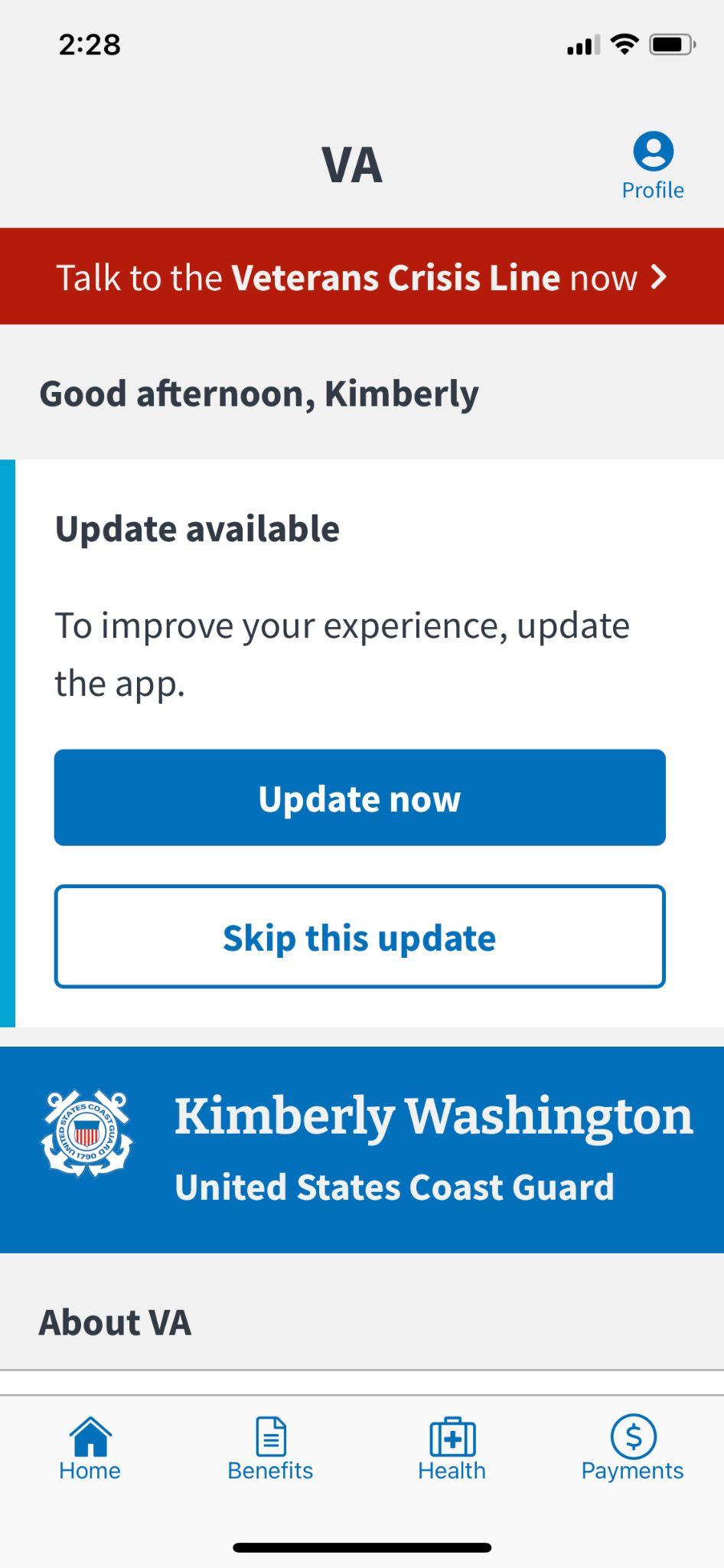
#### Update available

Users may find a special message or alert that appears on the Home screen. This alert is to make users aware that there is an updated version of the app available and to encourage users to update to the latest version.

Users can choose to update the app by tapping the Update now button. When they tap this button:

* For iOS users, they will be taken out of the app and taken to the Apple Store.
* For Android users, their phone will automatically start to update the app.

Users can choose to not update the app by tapping the Skip this update button. When they tap this button, the alert will disappear from their Home screen. The alert will reappear the next time a new version is released.

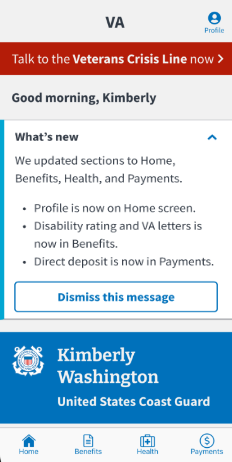
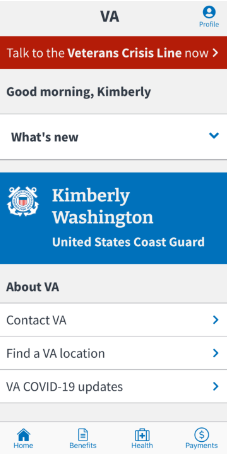
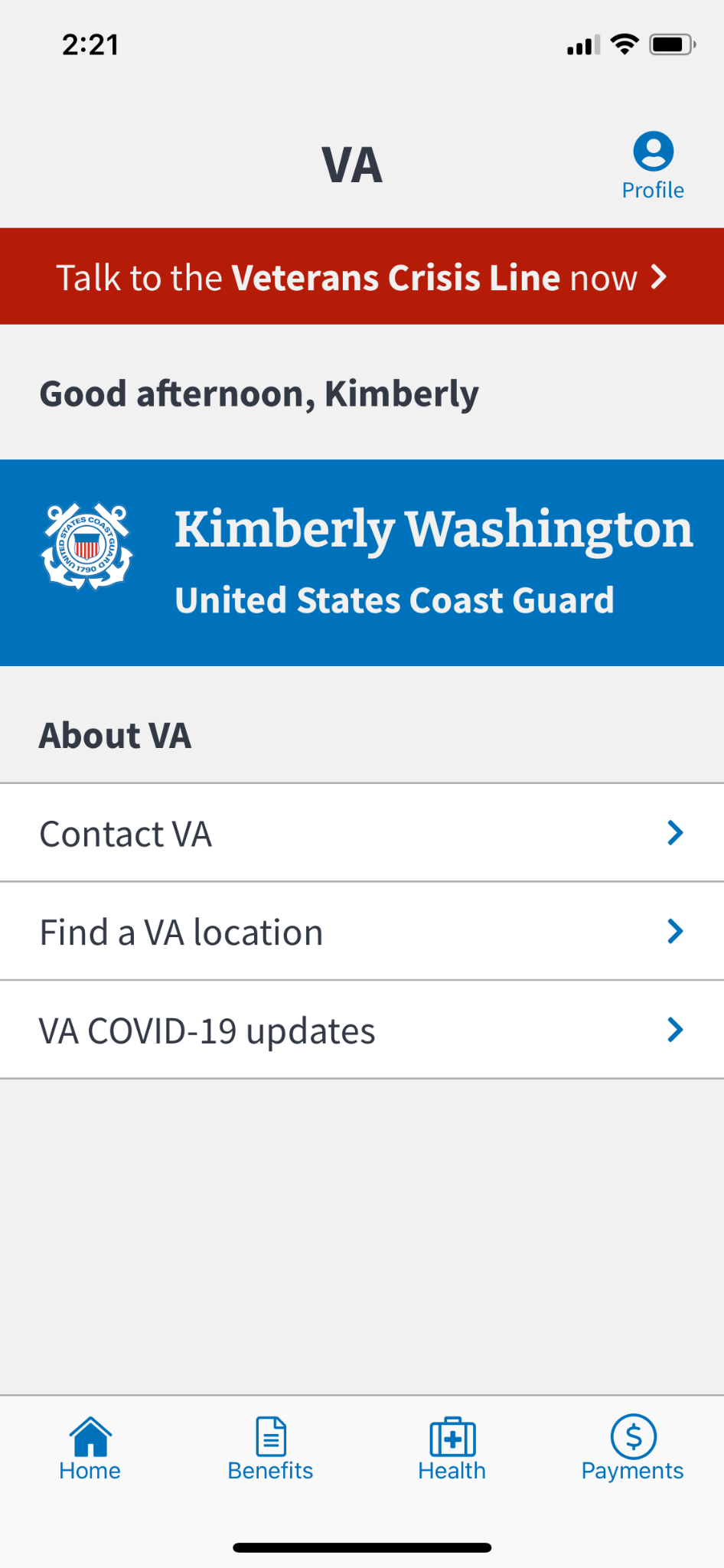
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#### What’s new

Users may find a special message or alert that appears on the Home screen. This alert is to make users aware of what new features or tools are available in the app.

The alert can be expanded and collapsed. When expanded, the user has the option to dismiss this alert by tapping the Don’t show this again button. Once this button is tapped, the alert will disappear from their home screen and will not appear again until we release another feature we’d like to draw their attention to (i.e., this alert will not appear every release).



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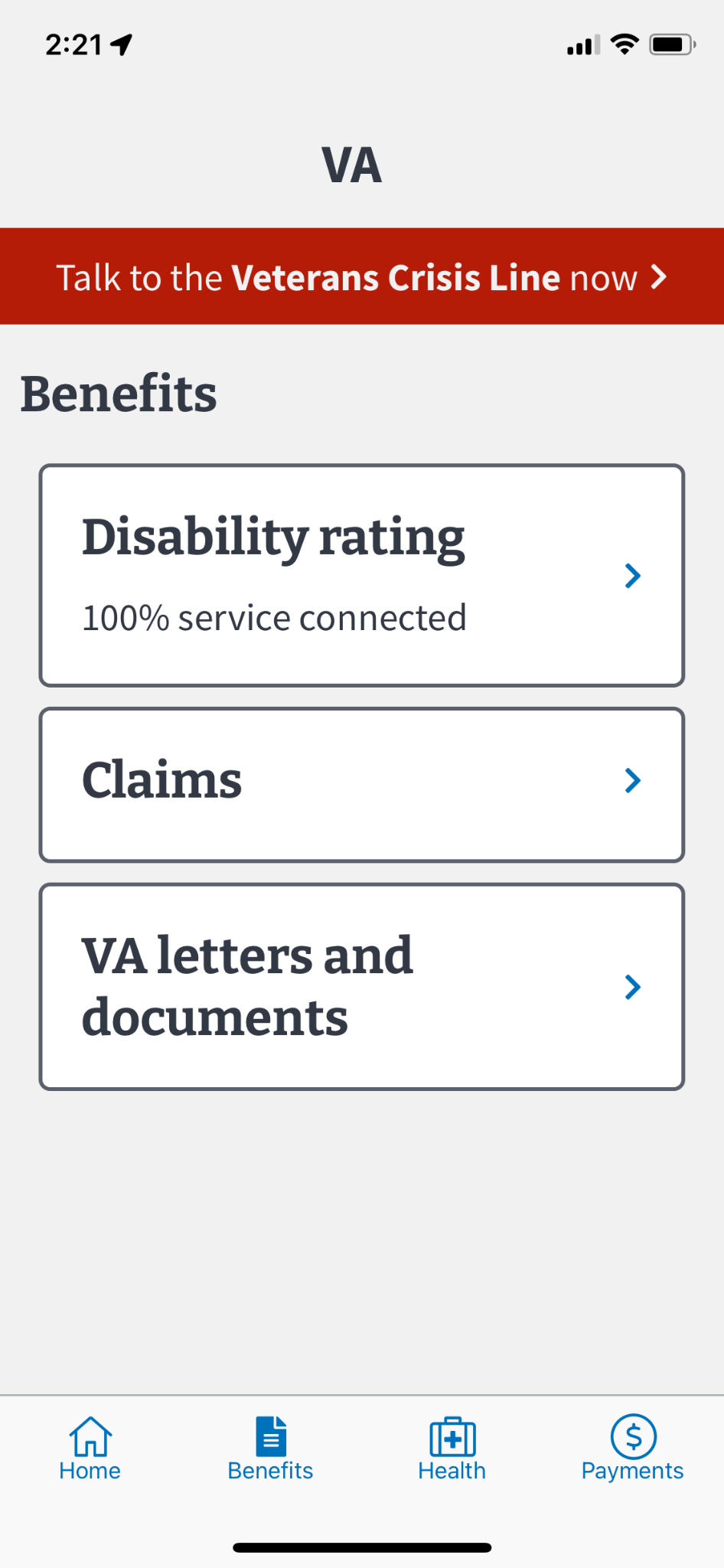
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### Benefits

The Benefits section includes the following subsections: Claims, Disability rating, and VA letters and documents.



#### Claims

Users can review their claims and appeals information for existing (active and closed) claims. Users cannot file new claims from the app.

The app currently supports the following claims and appeals types:

* Disability compensation
* Veterans or survivors pension benefits
* Special monthly compensation
* Dependency and Indemnity Compensation (DIC)
* Burial allowance

Claims features:

* Review active claims
  + Review steps completed for each claim
  + Upload and submit additional files (or evidence) in Step 3 of the claims process if needed
* Review closed claims and appeals details
  + All claim types will display from the past 365 days

To review claims, users tap on the Benefits icon on the bottom navigation bar (bottom of screen). In the Benefits section, users tap on Claims. The user then lands on the Claims landing screen with 2 taps containing active and closed claims.

| **Home Screen** | **Benefits Landing Screen** | **Claims Landing Screen** |
| --- | --- | --- |

When users tap on a claim, they can review the status of their claim and more details about the claim.

| **Claims Status Screen**  **(Part 1)** | **Claims Status Screen**  **(Part 2)** | **Claims Details Screen** |
| --- | --- | --- |

#### Disability rating

Users can review their disability rating (both their combined disability rating as well as individual ratings)

To review their disability ratings, users tap on the Benefits icon on the bottom navigation bar (bottom of screen). In the Benefits section, users tap on Disability rating.

| **Home Screen** | **Benefits Landing Screen** | **Disability Rating Landing Screen** |
| --- | --- | --- |

#### VA letters and documents

Users can customize and download common VA letters and documents. Within the app, users can:

* Edit address on letters
* Configure information shown on the Benefit Summary and Service Verification letter
* Download letters

To access VA letters and documents, users tap on the Benefits icon on the bottom navigation bar (bottom of screen). In the Benefits section, users tap on VA letters and documents.

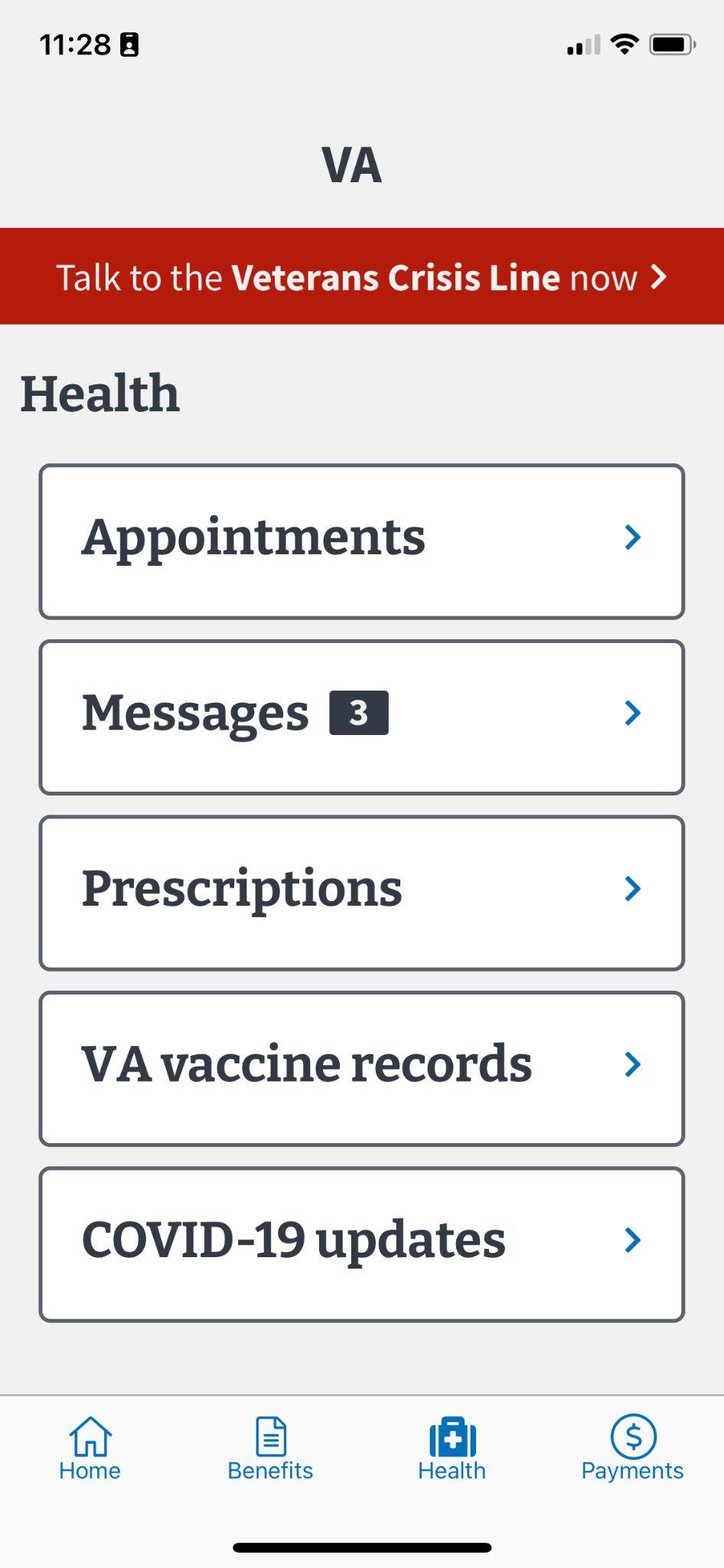
Users are required to first review the mailing address they’d like to appear on their letter. Users can add/update their mailing address before reviewing their list of letters. Users can then go to the list of letters by tapping the review letters button.

| **Homepage Screen** | **Letters Mailing Address Screen** | **Letters List Screen** |
| --- | --- | --- |

| **Letter Configuration  Screen (part 1)** | **Letter Configuration Screen (part 2)** | **Generated Letter** |
| --- | --- | --- |

### Health

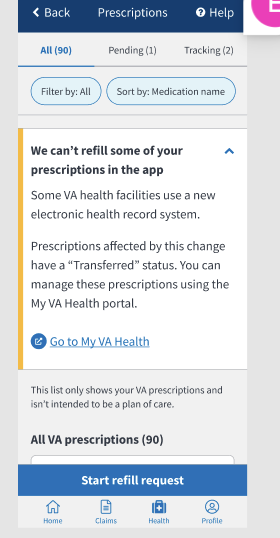
The Health section includes the following subsections: Prescriptions, Appointments, Messages, VA vaccine records, and COVID-19 updates.



**General Cerner Alert**

Users who are registered at facilities that have transitioned to using Cerner (an electronic health/medical records system) cannot manage some health care tasks in the app. Users are shown this alert at the top of the Health landing screen, the Appointments landing screen, and Messages landing screen. The alert prompts users to go to the My VA Health portal. Users can tap the Go to My VA Health link that will take them out of the app to the My VA Health portal.

**Important**: There is a separate Cerner alert for Prescriptions. This alert is noted in the Prescriptions section of this product guide.



#### Prescriptions

Users can review their VA prescriptions, request refills of their eligible VA prescriptions, and review prescription tracking information. Users cannot renew prescriptions in the app. The app’s functionality is similar to the functionality found on the MHV website and the RX Refill app.

**Prescription Features**

* Review active and non-active prescriptions
  + Filter and sort prescriptions
  + Review prescription details
* Request a refill of eligible prescriptions
* Review pending (recently submitted or refill in process) refills
* Review trackable refills
  + Review tracking information associated with tracked refills

**Getting to Prescriptions**

To review prescriptions, users tap on the Health icon on the bottom navigation bar (bottom of screen). In the Health section, users tap on Prescriptions. Users are taken to the Prescriptions landing screen that has three tabs: All, Pending, and Tracking.

| Home Screen | Health Screen | Prescriptions Landing Screen |
| --- | --- | --- |

**General Errors**

Error screens may appear while the user is using the app. Users should refresh the screen (if the button is present) or check back again later, as this may be due to upstream service issues.

| Maintenance | Something Went Wrong |
| --- | --- |

## 

**No Prescriptions**

If no prescription list appears for users, this may be due to the following:

1. They don’t have a premium MyHealtheVet account.
2. They don’t have any active prescriptions, *or* their inactive prescriptions have been inactive for more than 180 days.
3. Their prescriptions are controlled substances, were self-entered on MHV, or were administered at a clinic or ER.
4. Their prescription is new and has not been updated in upstream systems yet.

| Need Premium Account | Can’t Find Prescriptions |
| --- | --- |

**Requesting a Refill**

To request a refill of a prescription, users:

1. Tap Start refill request button at the top of the Prescriptions screen
2. Select the prescriptions they want to refill in the Refill request screen
3. Tap the Request refills button at the bottom of the Refill request screen
4. Tap Request Refill in the confirmation screen (this will look different on iPhone and Android phones)

**The Refill request screen only lists refillable prescriptions. Prescriptions may not be refillable if** the prescription does not have any remaining refills, the prescription was recently refilled or is currently in process of being refilled, or if it has expired/been discontinued. Users should consult the VA Pharmacy or their prescribing doctor if they believe there is an error with the prescriptions on this list.

They may also be able to determine the cause by looking at the prescription details for that prescription by going to the Prescriptions screen list, finding the prescription in question, and selecting Get prescription details. This screen will include details such as the number of refills left and status, which may help them determine why a prescription is not refillable.

*Note: Prescription refills will be mailed to the address on file at the user’s local VA pharmacy. Changing their address in the Profile section of the app will* ***not*** *change the delivery address. Users should contact their local VA pharmacy if they want to verify or change their prescription address.*

| Prescription Screen | Refill Request Screen | Selected Prescriptions | iPhone Confirmation Screen | Android Confirmation Screen | Refill Request Summary Screen |
| --- | --- | --- | --- | --- | --- |

**Refill Request Summary Screen**

Once users have confirmed their refill request, they are taken to the Refill request summary screen, which states whether their requests have been successfully submitted. Successful requests will have a green checkmark next to them while unsuccessful requests will have a red X icon next to them.

| All Successfully Submitted Refills | Some Successfully Submitted Refills | No Successfully Submitted Refills |
| --- | --- | --- |

Users will receive an error message at the top of the screen when there are unsuccessful requests. Users should select the Try again button in the error message to resubmit the unsuccessful requests.

*Note: Once resubmitted, the summary screen will only list those prescriptions that were resubmitted.*

**Refill Request Errors**

Users will receive an error message at the top of the screen if they try to tap the Request refills button without having selected at least one prescription. To dismiss the error message, users can tap on at least one prescription. This allows user to tap the Request refills button and move forward with their request.

| **Refill Request Screen** | **Refill Error Message** |
| --- | --- |

**Prescription Details**

To get additional prescription details (such as quantity or fill date), users tap the Get prescription details button on any prescription card.

| **Prescriptions Screen** | **Prescription Details** |
| --- | --- |

*Note: If a prescription is refillable, a Request refill button will appear on the details screen, which users can also use to request that prescription’s refill.*

**Prescription Statuses**

To review the status definition of a prescription, users tap the status tag (on the prescription card or on the prescription details screen).

| **Prescription Screen** | **Prescription Details** | **Status Definition** |
| --- | --- | --- |

The prescription statuses and associated definitions are:

| **Active** | Prescription may be available to be refilled (can be refillable or non-refillable) |
| --- | --- |
| **Active: On Hold** | The pharmacy is reviewing the prescription before it can be filled |
| **Active: Parked** | The prescription has been filled but the doctor hasn’t issued it yet |
| **Active: Refill in Process** | The prescription is being processed or refilled by the pharmacy, or on the way to the user |
| **Active: Submitted** | A refill for the prescription has been requested |
| **Active: Suspended** | A prescription that is not scheduled to be filled yet |
| **Discontinued** | A prescription that is no longer available to be filled. |
| **Expired** | A prescription that is too old to be filled. This does not refer to the expiration date of the prescription |
| **Non-verified** | A pharmacist is verifying the prescription |
| **Transferred** | The facility that fills the prescription is now a Cerner facility |
| **Unknown** | The status of the prescription can not be determined |

*Note: Non-active prescriptions (expired, discontinued) are only displayed for 180 days following the date of expiration or discontinuation.*

**Filtering & Sorting Prescriptions**

Users can filter and sort the prescriptions list to help them find specific prescriptions.

To filter or sort, users tap the filter buttons that are below the tab bar.

| Prescription Screen | Filter Screen | Sort Screen | No Matches Found |
| --- | --- | --- | --- |

*Note: If users select a status from the filter screen, and they do not have a prescription with that status in the list, they will get a screen with a “There are no matches” message. Users should select another status from the list or reset the filter to view prescriptions.*

**Pending Prescriptions**

The Pending tab will list prescriptions that have recently been submitted (i.e., have a status of Active: Submitted) and prescriptions that are being processed by the VA pharmacy (i.e., have a status of Active: Refill in Process).

Prescription refills may be in process for a few days, depending on how long it takes to be processed and shipped by the VA pharmacy.

To review pending prescriptions, users can either tap:

1. The Pending tab in the top tab bar
2. The Go to all pending refills button in the refill request summary screen

| Prescription Screen | Refill Summary Request Screen | Pending Prescriptions |
| --- | --- | --- |

**Tracking Prescriptions**

To review trackable prescriptions, users tap:

1. The Tracking tab in the top tab bar (easiest way)
2. Search for trackable prescriptions in the All tab. Trackable prescriptions will have an additional button on the card that says, “Get prescription tracking”

*Note: The Tracking tab will list prescriptions that have tracking information within the last 15 days (from tracking label creation date), even if it’s been delivered.*

| Prescription Screen | Tracking Prescriptions |
| --- | --- |

**Tracking Details**

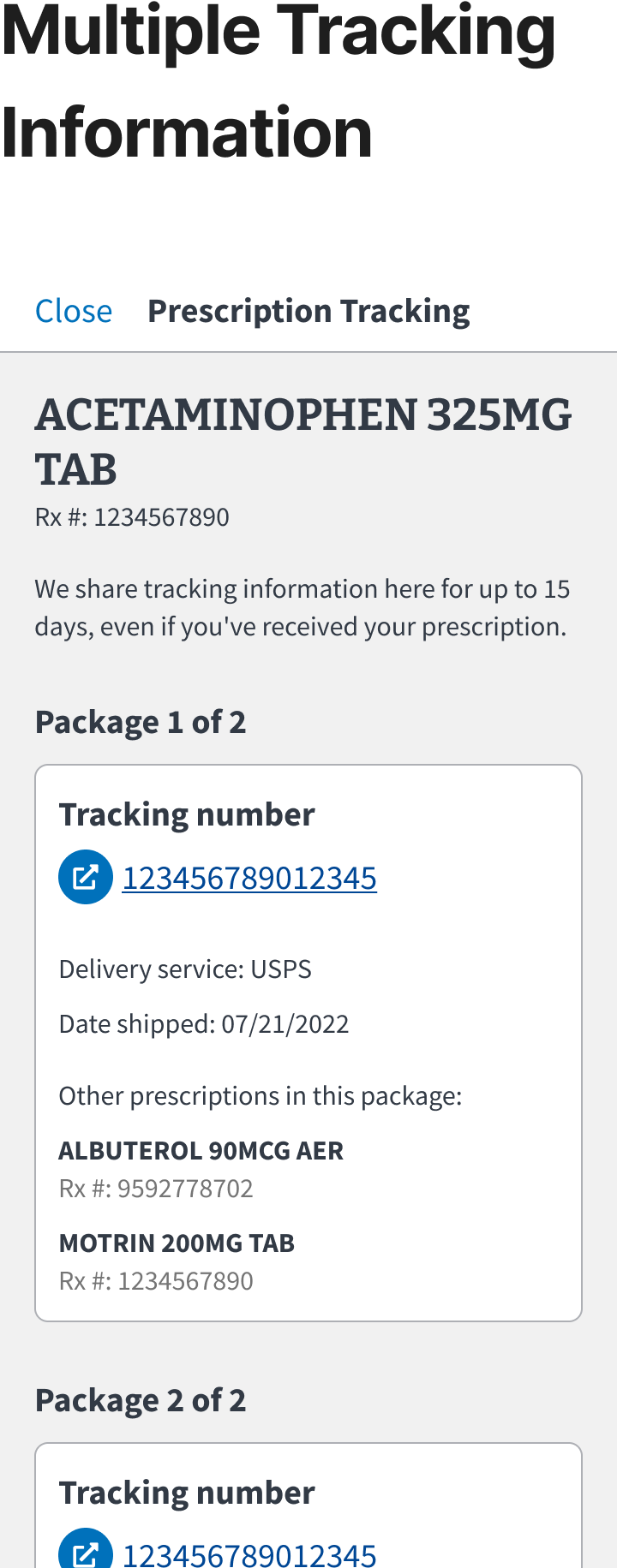
To review tracking details, users tap the Get prescription tracking button on the prescription card for trackable prescriptions (these prescriptions can be found both in the All or Tracking tab).

| Tracking Prescriptions | Tracking Details |
| --- | --- |

To review additional tracking information, such as the last location or expected delivery date, users tap the tracking number to reach the carrier site. *Please note that this information may not yet be available if the prescription just recently became trackable (i.e., the shipping label was created, but it has not shipped yet).*

**Multiple Tracking Numbers**

Some prescriptions may have multiple tracking numbers. This occurs when multiple batches of the same prescription have been sent within the same 15-day period. In those cases, multiple tracking cards (representing packages) will be shown in the tracking details screen (see screenshot below). The packages will be ordered from the most recent ship date to the oldest ship date.



**Prescriptions Affected by Cerner**

Users cannot refill prescriptions prescribed at a facility that has transitioned to Cerner (an electronic health/medical records system). If users have *any* Cerner prescriptions, users are shown a collapsible alert. When users expand the alert, they are made aware that Cerner prescriptions are labeled with the Transferred status. Users can manage Cerner prescriptions by tapping the Go to My VA Health link that will take them out of the app to the My VA Health portal. (Users can still manage their non-Cerner prescriptions in the app.)

| Prescriptions Screen (Cerner General Banner alert) | Prescription Screen (Message) | Prescription Detail Screen (Alert banner) | Prescription Detail Screen (Alert message) |
| --- | --- | --- | --- |

#### **Appointments**

Users can review their upcoming (confirmed, pending), canceled, and past appointments.

* Upcoming appointments include all VA appointment types (including community care) over the next 365 days.
* Past appointments will include all appointment types from the past 365 days.
* Users can cancel pending Community Care and VA appointments as well as confirmed VA appointments.
* Users cannot cancel confirmed Community Care appointments.
* Users cannot directly schedule or request appointments in the app. They must call or visit VA.gov.

To review appointments, users tap on the Health icon on the bottom navigation bar (bottom of screen). In the Health section, users tap on Appointments. Users are taken to the Appointments landing screen that has two tabs containing upcoming and past appointments.

| **Home Screen** | **Health Screen** | **Upcoming Appointments Screen** | **Past Appointments Screen** |
| --- | --- | --- | --- |

| **Upcoming Appointment Details** | **Canceled Appointment Details** | **Past Appointment Details** |
| --- | --- | --- |

#### **Messag**es

Users can use secure messages to communicate with their health care team. This functionality in the app is a limited version of the web-based Secure Messaging MHV experience. In the app, users can:

* Review messages
* Reply to messages
* Compose and send a new message
* Compose and save a draft message
* Attach a file to a message
* Move messages to and from folders
* Delete messages
* For all other functionality, users must use MHV on the web

Noted differences between the app and web-based MHV version:

* User Preferences
  + Users cannot manage their preferences within the app.
  + Some default user preferences or preferences customized on MHV DO carry over to the app (i.e., how far back in the past users messages appear in the inbox and allowing users to toggle who they see in their contact list when composing a message).
  + Some default user preferences or preferences customized on MHV DO NOT carry over to the app in this first iteration (i.e., signature preference).
* For the sake of brevity and space, the app calls this functionality Messages instead of the full name of Secure Messaging.

To access messages, users tap on the Health icon on the bottom navigation bar (bottom of screen). In the Health section, users tap on Messages. The user then lands on the Messages landing screen with 2 tabs containing their inbox and folders.

| **Home Screen** | **Health Screen** | **Messages Inbox** |
| --- | --- | --- |

#### **VA** v**accine**s records

Users can review their VA vaccine records. Every vaccine provided to the user by VA is included in the user’s history, including the COVID-19 vaccine. Vaccine history updates every 36 hours; it does not include self-reported data.

To review VA vaccines, users tap on the Health icon on the bottom navigation bar (bottom of screen). In the Health section, users tap on VA vaccines. Users are taken to a list of their VA vaccines.

Users can tap on each vaccine record to review additional details, such as:

* Date administered
  + Date the user received the vaccine
* Vaccine type
  + Type of vaccine the user received
* Type and dosage
  + This field will vary by vaccine type and includes a variety of information
* Series status
  + If the vaccine has multiple doses, this field will indicate where the user is in the series, such as 1 of 2 or 2 of 2.
* Provider
  + VA facility where the user received the vaccine
* Reaction
  + Comments from the provider about any reaction the user had to the vaccine
* Notes
  + Additional comments from the provider or additional details about the vaccine

| **Home Screen** | **Health Screen** | **VA vaccines list** | **VA vaccines details** |
| --- | --- | --- | --- |

#### COVID-19 updates

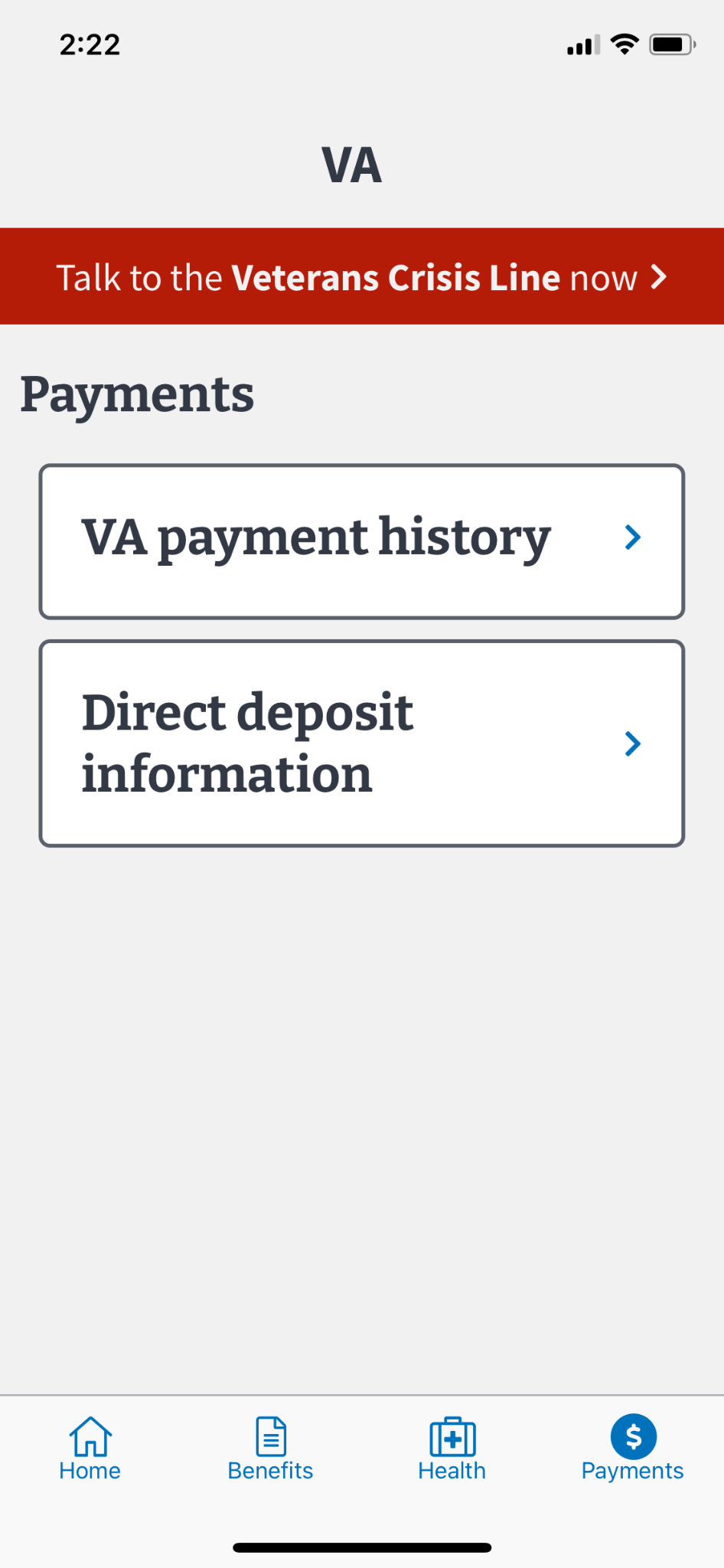
Users can check updates from VA on COVID-19. When the user taps on COVID-19 updates, they are taken to a mobile-view of VA.gov’s page on COVD-19. Users can go back to the app by tapping the Done button at the top left of the screen.

| **Home Screen** | **Health Screen** | **COVID-19 mobile view of VA.gov** |
| --- | --- | --- |

*Note: Users can also access COVID-19 updates from the Home screen.*

### Payments

The Payments section includes the following subsections: VA payments history and Direct deposit.



#### VA payments history

Users can review payments VA has made to them as well as the details of these payments.

To review VA payment history, users tap on the Payments icon on the bottom navigation bar (bottom of screen). In the Payments section, users tap on VA payment history. Users are taken to a list of payments VA has made to them. Payments are listed from newest to oldest. Users can sort payments by year.

Users can review details of each payment by tapping an individual payment. In the payment details, users can review:

* Payment date
* Payment type (i.e Compensation & Pension, GI Bill, etc.)
* Payment amount
* Payment method (i.e., direct deposit or paper check)
* If the payment method was a direct deposit, users can review additional information:
  + The bank/financial institution where funds were deposited
  + The last 4 digits of the account number where the funds were deposited

There are troubleshooting links to assist with questions or concerns about payments

* + What if I am missing a Payment? (Located at the top of the list of payments)
  + What if my payment information doesn’t look right? (Located at the bottom of the details of an individual payment)

| **Home Screen** | **VA Payments History Screen** | **Payment details Screen** | **Troubleshooting links** |
| --- | --- | --- | --- |

#### Direct deposit

Users can add, review, and edit the direct deposit information VA has on file for them.

To review their direct deposit information, users tap on the Payments icon on the bottom navigation bar (bottom of screen). In the Payments section, users tap on Direct deposit information. Users are taken to a screen that shows the direct deposit information on file. Users can tap the account section to edit this information.

### Profile

Users can review and edit some part of their VA.gov profile information in the app. Information updated on the app will also update in the user’s VA.gov profile.

Within the Profile section, there are the following subsections: Personal information, Contact information, Military information, and App settings.

Users can review and add/edit the following parts of their profile in the app:

* Mailing address (Note: Users cannot remove a mailing address they have on file, which is the same experience on va.gov)
* Home address
* Phone numbers (home, work, mobile)
* Contact email address (may be different than the email used for signing in)

Users can review but not edit the following part of their profile in the app:

* Date of birth
* Military information

Note: The VA.gov web Profile has two other subsections: Account Security and Connected Apps. These aren’t included in the app.

Users can also manage the app settings in the Profile section.

* Manage account: Users are shown a message notifying them that to confirm or update their sign-in email, they must go to the website.
* Notifications: Users can turn on and off notifications for appointments and messages.
* Configure biometric preference (Note: The text displayed for the biometric preference on the Settings page will dynamically match the device’s capabilities. If a user has biometrics completely turned off on their device, they will not see any biometric preferences.)
* Share the app: Users can share the app via text message or email. Selecting this option brings up the user’s phone native sharing capabilities.
* Sign out: Users can sign out of the app.

To get to the Profile section, users tap on the Profile icon at the top right of the screen from the Home screen.

*Important: The user can only get to the Profile section from the Home screen.*

| **Home Screen** | **Profile Screen** |
| --- | --- |

#### 

### General Errors

Depending on the error and the functionality, users may be directed to one of two contact support centers. Below outlines which functionality each contact support center handles:

* HRC
  + Prescriptions
  + Appointments
  + Secure Messaging
* VEO Tier 1 Contact Center
  + Login
  + Claims
  + Profile
  + VA Vaccine Records
  + Facility Locator
  + Veterans Crisis Line
  + COVID tools
  + Payments

| **Error** | **Where would the user see this?** | **Message displayed to the user** |
| --- | --- | --- |
| A feature in the app is down   * Claims * Profile * Vaccines | This message will appear when a feature is down and the user tries to go to these feature landing screens:   * Claims * Profile * Vaccines |  |
| The Letters feature is down | When a user taps into VA letters and documents |  |
| A user is missing EDIPI | When a user attempts to access Claims, this screen will display in place of the Claims landing screen. |  |
| A user has never used claims. | When a user taps into Claims |  |
| A user does not have an MHV premium account and cannot access secure messaging. | When a user taps Messages  The upgrade link takes the user to the MHV web upgrade flow. |  |
| The Messages feature is down. | Appears when tapping Messages |  |
| A message failed to send. | Appears when sending a message within Messages |  |
| A message cannot be found. | Appears when the user tries to review a message that cannot be found and loaded into the app. |  |
| Messages are not loading. | Appears when a user tries to access the inbox or any folders. |  |

### Known Issues

| **Error** | **Where would the user see this?** | **Screenshot of Error** | **Resolution** |
| --- | --- | --- | --- |
| Wi-Fi Error | Users may see this upon logging into the app. |  | Users will need to turn off their Wi-Fi and switch to utilizing their phone data. |
| MHV Login Scrolling Problem | Users may encounter a problem where they can hit “done” before entering their password. |  | Users will need to scroll down to see the password field. |
| Google sign in via ID.me fails | Users will be unable to sign into the app using Google via ID.me |  | Users will need to log in with their ID.me credential directly or use a different credential type (MHV or DS Logon). |

## **Contact Center Escalation Path**

Here is the expected escalation path for when an issue arises from support calls:

* VEO Tier 1 Contact Center
  + If the issue cannot be resolved, a ticket will be created on GitHub.
  + If there is a complete outage or a security breach, the VA mobile product team (Chris Johnston, Matt Hall, Meko Hong) will be tagged in Slack via a direct message or #va-mobile-app-alerts channel
* HRC Contact Center
  + If the issue cannot be resolved with the user on the phone, a ticket will be created in MS Dynamics
  + If there is a complete outage or a security breach, an email will be sent to the MHV distribution list, monitored by the VA mobile app team.